

## Service: Business Continuity Services

Service Line: Professional Services

Status: Available.

### General Description:

Disruptions such as tornadoes and other natural disasters, violence in the workplace, epidemics, terrorist acts, and many other threats to "business as usual" are becoming more commonplace, and if not anticipated prudently are much more costly than necessary. Preplanning for the continuity and recovery of your business requires the involvement of all staff.

What would you do if. . .

- your agency's roof was damaged during a storm?
- 50% of your staff failed to show up for work due to the flu?
- a water pipe burst and flooded the building?
- an armed individual enters your building and threatens the staff?

Advance planning for these situations are critical to ensure continued delivery of services with minimal disruption. The Office of Information Security (OIS) offers agencies assistance with planning for continued operations in dire conditions through its Security Assessment Specialty Contracts (SASSC) program. An on-going, coordinated program of Business Continuity Planning (BCP) services including Business Impact Analysis (BIA) and the development of continuity strategies and plans are available through the SASSC program. Using expertise within the private sector, OIS will be able to assist in the support and development of the Business Continuity plans, while avoiding the prohibitively expensive process of developing these capabilities in-house. The services include a review of the current business processes of an enterprise and an assessment of the impact a disruption would have on the normal operations of the agency. Having this information allows an agency to do better Business Continuity planning and provides a view into current business processes that helps the agency catalog those processes by critical importance.

### Service Level Targets:

The program is designed as an on-going service administered by GTA Office of Information Security.

### Availability:

This service is available to all state agencies.

### Limitations:

- Participating agencies must utilize pre-qualified service vendors designated by GTA.
- Agency maintains authority for final service selections.
- Agency is responsible for BIA data import into the Enterprise Planning Tool.
- This service is for identification, analysis and recommendations only.
- No remediation activities related to identified issues are included with this service.

Prerequisites:

- If contract vendor services requested for BIA development, a signed Georgia Technology Master Service Agreement required.
- Agency must follow the SASSC program participation model.
- Agency must agree that their data and plans are their responsibility.
- Agency responsible for providing relevant information to perform services.
- Agency will manage the on-site Statement of Work activities, if contract vendor services requested, in coordination with the GTA Program Manager.
- Agency will provide copies of previous relevant plans and reports.

Pricing / Charges:

BIA data developed using program supplied vendor services:

Custom quote for each engagement will depend upon the required level of analysis.

Cost is determined based on an agency-specific SON, which is then sent to pre-qualified. Business Continuity evaluation vendors to submit SOW's. The price is determined based on the best competitive price that will produce the work outlined in the agency's SON.

BIA data developed internally by Customer:

No charge for services.

Service Components or Product Features Included in Base Price:

- Enterprise Business Impact Analysis Report.
- Use of State Enterprise Business Continuity Planning tool.
- Vendor Business Impact Analysis data entry responsibility into the state enterprise planning tool.

Options Available for an Additional Charge:

None

Service Components or Product Features Not Included:

Remediation of any discovered Business Continuity vulnerabilities are not part of the program.

What GTA Provides:

- Development of SASSC program.
- Development/management of pre-qualified Business Continuity Evaluation vendor pool.
- Administration of program activities for all participating agencies.
- Recommendations to agency as to service needs.
- Full OIS assistance to agencies in SON development.
- Evaluation of vendor's SOW bid response to determine award.
- Contract administration for each engagement.
- Issue escalation point of contact for active engagements.
- Archival service of engagement documentation for future requirements.
- Access to Enterprise Business Continuity Planning tool.

What the Customer Provides:

- Named Customer Business Continuity Planning coordinator or planner.
- Resource for on-site management of engagement activities.
- Site specific information for business continuity purposes.
- Previous Business Continuity plans.

Service Support and Issue Escalation:

Should issues or problems arise the contact OIS at [gta-ois@gta.ga.gov](mailto:gta-ois@gta.ga.gov), or by calling 404-463-8765.

Benefits / Advantages:

- Agencies avoid the expensive process of developing these capabilities in-house
- private sector industry specific subject matter expertise
- Leverage GTA program management capabilities for engagements
- Use of state enterprise Business Continuity Planning tool
- Central repository for all enterprise Business Continuity plans
- Reduced cost of ownership

Service Support and Issue Escalation:

Should issues or problems arise, contact the GTA Office of Information Security at [gta-ois@gta.ga.gov](mailto:gta-ois@gta.ga.gov) or 404-463-5907.

How to Start this Service:

Contact the GTA Office of Information Security at [gta-ois@gta.ga.gov](mailto:gta-ois@gta.ga.gov) or your agency's GTA Account Manager.

Related Services and Products:

Security Assessment Specialty Services.

Other Information:

None

Terms and Definitions:

GTA – Georgia Technology Authority

OIS – Office of Information Security

SON – Statement of Need

SOW – Statement of Work

SASSC – Security Assessment Specialty Services Contracts

BCP – Business Continuity Planning

BIA – Business Impact Analysis